

## Product Information & Frequently Asked Questions for Pen's household product on TGSL

- The product is called **Pen Solutions**
- It is designed for standard and non-standard household risks
- Policy wording, summary of cover and the endorsement library are available to download from Pen's website <https://www.penunderwriting.co.uk/Products/Non-Standard-Home-Pen-Solutions>
- The IPID is contained within the document suite
- Defined words in the policy wording, schedule and SOF are shown in capital letters eg HOME
- The insurer(s) for this product are detailed by endorsement on the schedule
- Pen will issue a monthly broker statement for payment

**Please note: If the product is providing a guaranteed rate you do not need to contact us – unless there is criteria as per page 4 of the policy wording, Information & Changes We Need to Know about which needs to be disclosed, such as renovation / building works over £25,000 or if a new bedroom/bathroom/basement is being added regardless of value.**

### Sums Insured

- Blanket cover at £750,000 for buildings
- Blanket cover at £70,000 for contents

### Valuables, cover inside the home

- The maximum that we will pay in respect of valuables in the home, for items that are not specified is as follows and this cover cannot be increased:
    - If the home has 1 or 2 bedroom(s) £10,000
    - If the home has 3 bedroom(s) £12,500
    - If the home has 4 bedroom(s) £15,000
    - If the home has 5 bedroom(s) £17,500
  - Any valuable greater than £2,000 must be specified
- All valuables, whether specified or unspecified are included within the contents sum insured - please ensure £70,000 is adequate to replace all contents on new for old basis plus any valuable items

### Personal Possessions – cover outside the home

- If selected, this cover is in addition to the contents sum insured
- Any item, pair, set or collection £2,000 or greater must be specified
- Cover is provided on a World-Wide basis, up to a maximum of 60 days per trip
- All pedal cycles over £500 must be specified
- Any item of jewellery or watches insured under personal possessions, whether unspecified or specified, is in addition to the valuables cover in the home. Example: specified £5,000 watch under personal possessions, is covered in and away from the home as personal possessions is world-wide cover.

## Excesses

- Standard building / contents excess £100
- Accidental damage buildings / contents excess £100
- Escape of water £500
- Personal possessions excess £100

- Subsidence, contents £100
- Subsidence, buildings is variable depending on the postcode, £1,000 / £2,500 / £5,000

The above standard excesses may be amended via endorsement, please refer to the TGSL excess / endorsement screens for details.

**Voluntary Excess** - 2 options are available, £100 or £150 – if an alternative amount is selected the product will automatically apply the nearest excess. Customers can select a different voluntary excess under buildings compared to contents. The voluntary excess selected under contents will also apply to personal possessions and pedal cycles

## Building Works

Page 4 of the policy wording details the type / value of works to be declared.

Works must be disclosed if the cost including VAT is above £25,000.

All works to be declared regardless of value if a bedroom / bathroom / or basement conversion is happening.

Pen will look to accept works up to £75,000. Cover if granted is for the existing home plus the structure in progress.

Should you require a quote for more than £75,000 worth of works please quote via our Specialist Home product on our online Pen Central platform or email your presentation to our Manual Household team on

[UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com)

## Previous Subsidence

Acceptance is based on postcode area, home being underpinned, currently occupied and no signs of current cracking.

If your risk does not meet this criteria please quote via our Specialist Home product on our online Pen Central platform or email your presentation to our Manual Household team on [UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com)

## Previous Flooding

On EDI we are not subscribed to Flood Re.

Should you need a quote on this basis our Manual Household team have a Flood Re enabled product available.

Please send your presentation to [UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com) for a quote

## Students Contents

If contents is selected as standard there is cover up to £2,500 for contents belonging to a member of your family whilst living in halls of residence or any other term time student accommodation. Cover applies in the UK only.

Please note that Valuables (please refer to the definition) are excluded. Therefore, for example there is no cover for a laptop unless it has been insured under the personal possession section of a policy.

Please refer to page 20 of the policy wording for details of the exclusions.

## Occupancy Types

The product will quote for

- Permanent homes
- Let property
- Holiday homes – sole use by proposer or family
- Let holiday homes, including AirBnB
- Weekend or Weekday Homes
- Unoccupied, restricted cover

## Let Property

Let properties can be quoted on this product with let endorsements applicable; please refer to the TGSL excess / endorsement screens for details.

If you require a landlord specific quote please re-quote via our Property Owners EDI product on TGSL.

### Unoccupied

Unoccupied properties are acceptable with restricted perils, subject to the home being in a good state of repair. There will also be requirements in relation to security and regular visits, please refer to the endorsements shown on the quotation.

The policy wording details which perils are excluded when the home is unoccupied.

If you require wider perils cover please re-quote via our manual team by sending your presentation to [UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com)

### Business Use

If contents is insured as standard there is £5,000 of cover included as standard under contents for home office equipment. There is no cover available for stock, business equipment, business cash, liability to staff or liability in connection with the business.

Pen are able to auto quote for the following types of business use:

Other, Beauty, Bed & Breakfast, Childminding, Clerical work only, Fostering, Medical, Production and Tuition.

### Convictions

If a conviction is spent this does not need to be declared so can be removed from your quote.

Multiple convictions (i.e. more than 1) are a decline on this product.

Should you require a quote for multiple convictions please quote via our Specialist Home product on our online Pen Central platform or email your presentation to our Manual Household team on

[UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com)

### Thatch

If any part of the roof is thatch, the risk is unacceptable under this product - please send your thatch presentation to [UK.NSHome@penunderwriting.com](mailto:UK.NSHome@penunderwriting.com) for a quote

### Exposed Beams

If the home has exposed beams this is acceptable

### Open Fire / Log Burner

If the home has an open fire or a log burner this is acceptable.

We would recommend that the policyholder has a fire blanket or fire extinguisher at the property

### This product is not suitable for

- Properties in Northern Ireland
- Thatch roof's
- Properties that have a flood history
- Policies in company names
- Properties with more than 5 bedrooms (acceptable for 5 bedroom homes is based upon year of build, type of property and listed status)

### Renewals

Pen Solutions is not a FCEDI product and there is no renewal functionality for broker lead renewals.

Please re-quote the risk as new business, a new policy number will be allocated each year.

### Contact Information

- Referrals please call 01403 321 373
- Account statement queries please call 0141 233 3052
- Product activation please call 01403 321 372
- Claims 0345 072 9957